

5 Steps to Complaint Resolution

The Workplace Harassment and Violence Prevention Regulations entered into force on January 1st, 2021. Federally regulated employers must be prepared to receive complaints and follow the required procedures. Are you aware of the steps in the process? To learn more, consult Trucking HR Canada's specialized training resources.

truckinghr.com/hr-training-resources

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Initial Review

Does the complaint contain the necessary information?

- The name of the target and other party (if known)
- The date of the incident
- A detailed description of what happened

Complaints that do not name the target of harassment or violence do not go forward in the resolution process.

2

Inform the Employee

Within **7 days** of receiving a complaint, notify the target or the witness that their notice has been received. You must also explain:

- How to access the company's policy
- The steps in the process
- The employee's right to be represented by a person of their choosing

3

Meet to discuss

Meet with the target to jointly determine if harassment or violence has taken place by reviewing the definition under subsection 122(1) of the Canada Labour Code.

Employees can go forward with the resolution process even if the employer doesn't agree that harassment or violence has taken place.

4

Apply the tools

Employers must begin the resolution process within **45 days** of receiving the complaint. The process is employee-driven. Determine what form of resolution the target of harassment wants to pursue. This can include:

- Negotiated resolution
- Conciliation
- A formal investigation

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Resolve the Incident

Employers must complete the resolution process within **100 days**. This includes incidents resolved through:

- Negotiated resolution
- Conciliation
- A formal investigation

Unresolved complaints may be reported to the Minister Labour - either by the employer or the employee.

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